



Aurora's Degree & PG College
(ACCREDITED BY NAAC WITH 'B++' GRADE)
Chikkadpally, Hyderabad 500020
NSS UNIT – 1, 2 (Boys /Girls) 2019 - 2020
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| NAME OF THE EVENT | National Consumer Day |
| FACULTY INCHARGE | R. Arjuna Rao , NSS PO Unit –I C. Suvarna Lakshmi, NSS PO Unit-II |
| CELL | NSS Cell, Aurora's Degree & PG |
| DATE | 24-Dec-2020 |
| TARGET AUDIENCE | FACULTY, STUDENTS,STAFF, NSS PROGRAM OFFICERS, NSS COORDINATORS AND VOLUNTEERS |
| VENUE | Auroras Degree & PG College – Main Block – Google platform |
| Speaker | <ol style="list-style-type: none">1. Dr.Anjaneyulu Chaganti, Food Safety Supervisor (AP&TS)2. Srinadh, Civil Supplies Officer (TS)3. P. Chandrasekar, President – DCIC4. P.Murthy Raju Food Inspector (TS), |

OBJECTIVE:

To create awareness about the National Consumer Day and Consumer Rights.

BRIEF ABOUT THE EVENT:

NSS CELL Unit I and Unit II Program me Officers& Coordinators conducted National Consumer Day in our Auorora's Degree & PG College on 24-12-2020 at 10:30 am in Auroras' Degree & PG College, Main Block, Chikkadpally -500020, Hyderabad District.

Nearly more than 120 members participated in the event and the event has been graced by the listed below honorable guests.

- **Guest/Speaker details:**

1. Dr.Anjaneyulu Chaganti, Food Safety Supervisor (AP&TS)
2. Srinadh Civil Supplies Officer (TS)
2. P. Chandrasekar, President – DCIC
3. P.Murthy Raju Food Inspector (TS)

Around 10:30 am National Consumer Day Program me started by the Srinadh Civil Suppliers Officer (Telangana State) , given valuable speech by highlighting the National Consumer Day Importance and consumer rights that a consumer can avail and also made every one aware of the daily matters that consumers problems related to Real Estate Business - Plots &Flats purchase, Transportation Sector, Paid Services, Medical negligence, Insurance claims, Educational institution, Financial Institution, Gold purchase Farmer protection for consumer issues.

Protecting area guidelines covering Physical safety, Protection & Promotion of consumer economic quality of services, Consumer education.

According to the Consumer protection Act – 1986 illustrated Consumer Rights as given below:

1. To be protected against marketing of hazardous goods to life & properties.
2. Right to be informed about Quantity, protein's, purity standard and price of goods to protect from unfair trade practices.
3. Right to be assured wherever possible, access to variety of goods at competitive prizes
4. Right to be heard.
5. Right to seek redressel against unfair trade and practices

Right of consumer education, protecting area guidelines covering Physical safety, Protection & Promotion of consumer economic quality of services, Consumer education.

Dr.Anjaneyulu Chaganti, Food Safety Supervisor (AP&TS), given speech related to food safety measures and consumer rights that can be claimed in incase of deceive by approaching to the consumer forums, scientist forums including food awareness or Grievance can be given in the Online App's in which the concerns can be raised . District Consumer Information center, for filing consumer issues.

P. Chandrasekhar, President – (DCIC), given speech related to general awareness that a consumer should have that for any transaction they do Its their right to take voucher or Cash receipt from shop keeper, then only a person made transaction can be known to be a Consumer. The Consumer can claim for their rights provided having cash receipt only.

Finally made suggestions that one has to check for goods whenever they purchase must and should check for expiry date in case of food items, products, cosmetics, medicines etc.

Even suggested to do maximum approach the National Banks rather than Private Banks and also suggested not to do much cash withdrawals more by the ATM for big amounts rather than it's always better to approach the Bank's for doing bigger amount financial transactions.

In addition to the given speech the guests suggested what the consumer can claim rights against anyone in case of deceive /cheating case or Fraud that a consumer can approach by filing case in the Consumer forums such as:

1. District Consumer Information Forum
- 2 State Consumer Information Forum
- 3 National Consumer Information Forum.

OUTCOME:

Faculty, Staff, Students, NSS Programme Officers, NSS Coordinators and Student volunteers got motivated and came to know about the consumer rights by the Chief guests speech. Event has been smooth conducted by R.Arjuana Rao, NSS Programme Officer (UNIT-I) and Suvarna Lakshmi C, NSS Programme Officer (UNIT-II) by their extending support in completion of the event successfully with in short time notice.

As a part of National Consumers Day, Chief Guest officers shared the consumer forum help line numbers given as below:

Help Line Phone Number: 180042500333

Whatsapp Phone Number: 73307740444

Land Line Number: 04023336116.

District Consumer Forum Number: 9348732227.

Also Chef guest suggested that consumers can claim worth of Rupees compensation amount under cheating case provided that consumer have valid cash receipt as listed in the below case:

- District Consumer Information Forum – 1 Rupee to 1 Crore amount
- State Consumer Information Forum – 1 Crore to 10 Crore amount
- National Consumer Information Forum. – 1 Crore and above.

Photograph:





